

Cloud portal user manual



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Accessing the portal

Access the portal through <https://www.oblaci.rs/> . For accessing your Cloud account it is necessary to:

1. Select the type of user you belong to (**private** or **business**);
2. Enter username and password to the fields marked in *Figure 1*.

Private users access their account using a username and password that they use to access internet portal Moj Telekom (self care portal, <https://mojtelekom.telekom.rs/>). If you belong to business users group your access parameters have been provided to you by your manager.

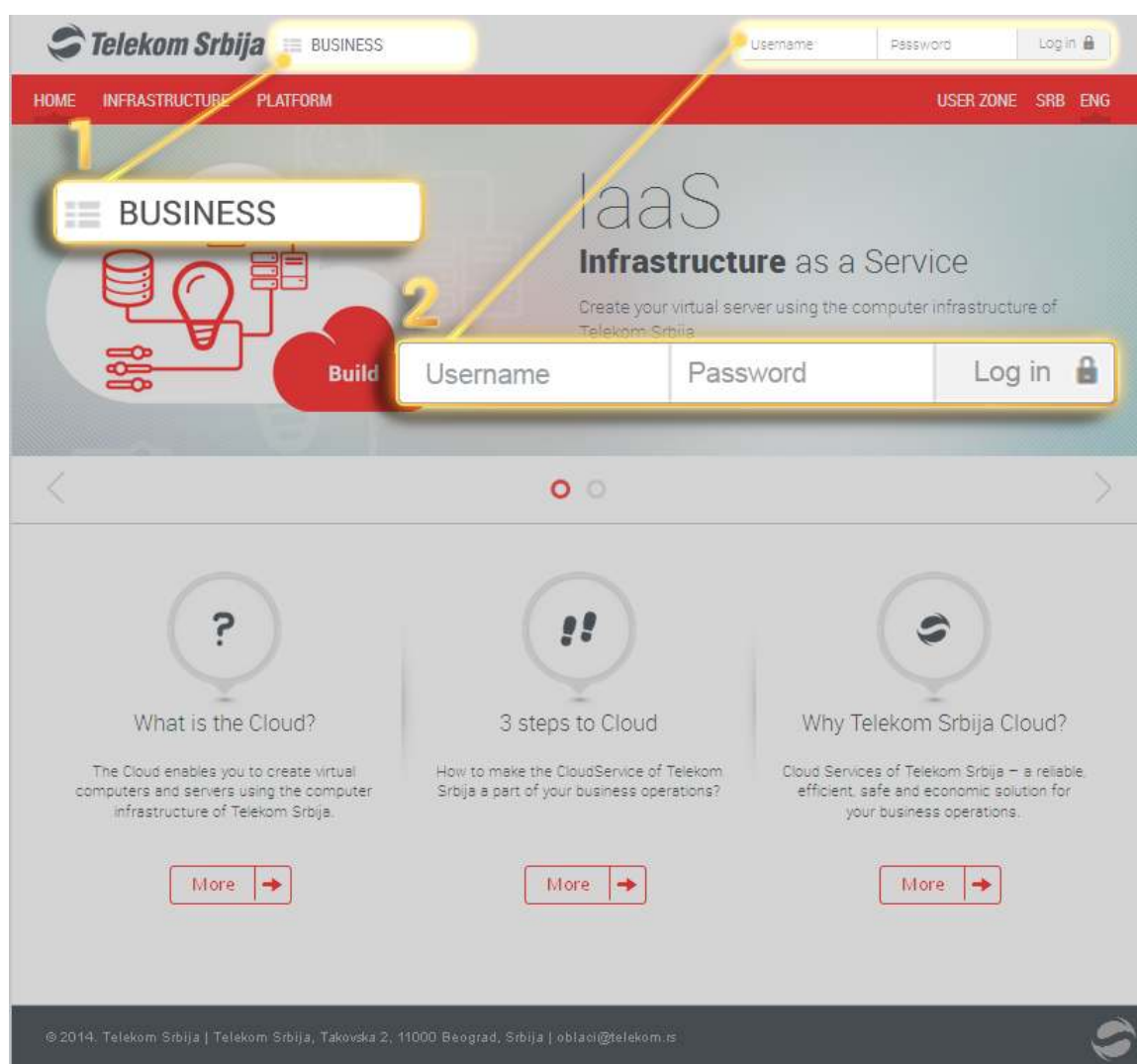


Figure 1: Logging in

If you have problems accessing your account, see **User zone** part of portal.

Dashboard

After successfully entering the access parameters your account home page opens with marked dashboard elements:

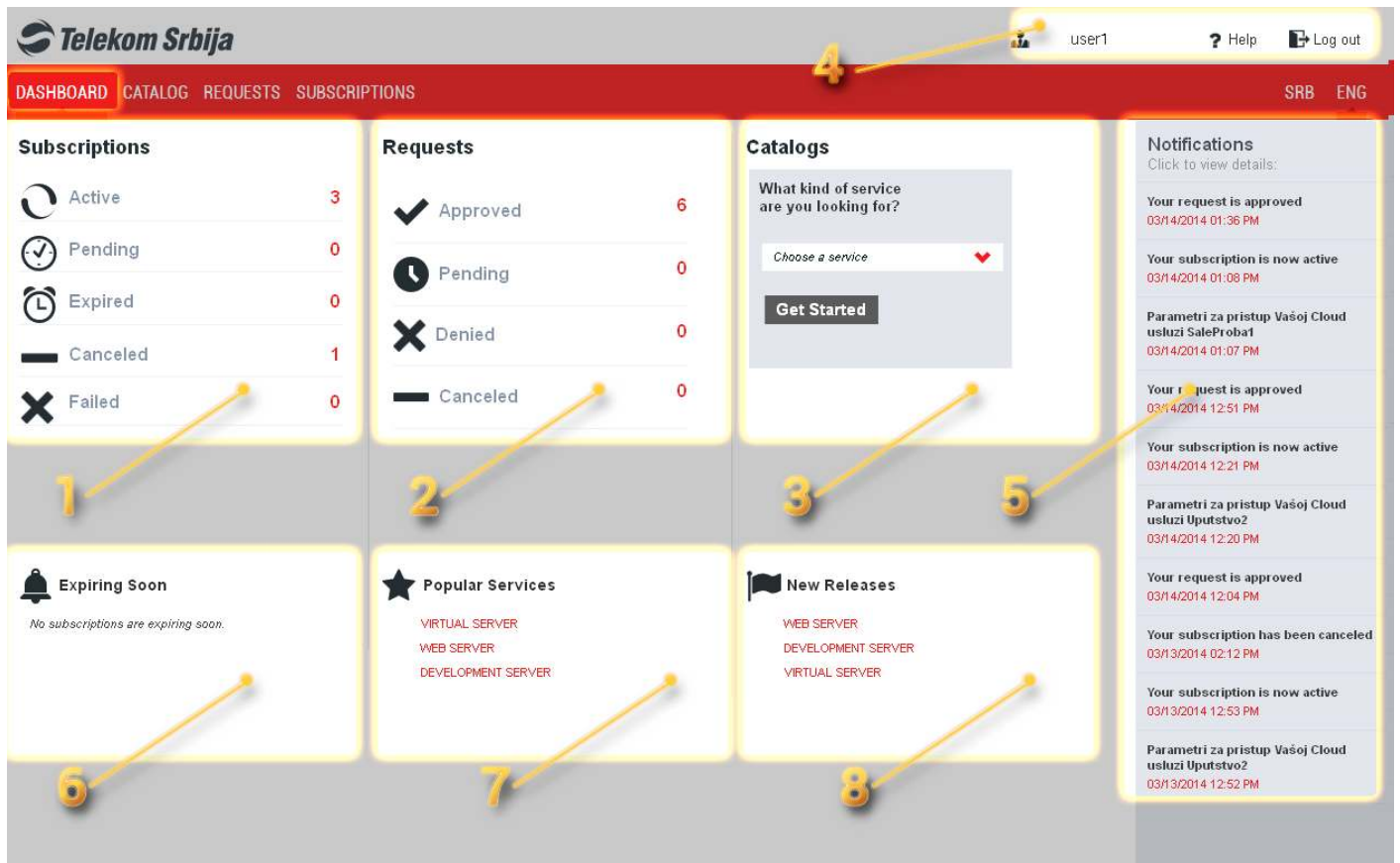


Figure 2: Dashboard

1. Overview of all your subscriptions;
2. Overview of all your requests;
3. Catalogs with the recommended offered services;
4. Profile panel with the user name, a link to the **Help** and **Log out** button;
5. Informative panel with chronologically ordered informations about all changes done to your service;
6. Informative panel of all your services that are about to expire;
7. Informative panel with offered popular services;
8. Informative panel with offered new releases.

Catalog

On this page first are shown **IaaS** which are provided with additional informations:

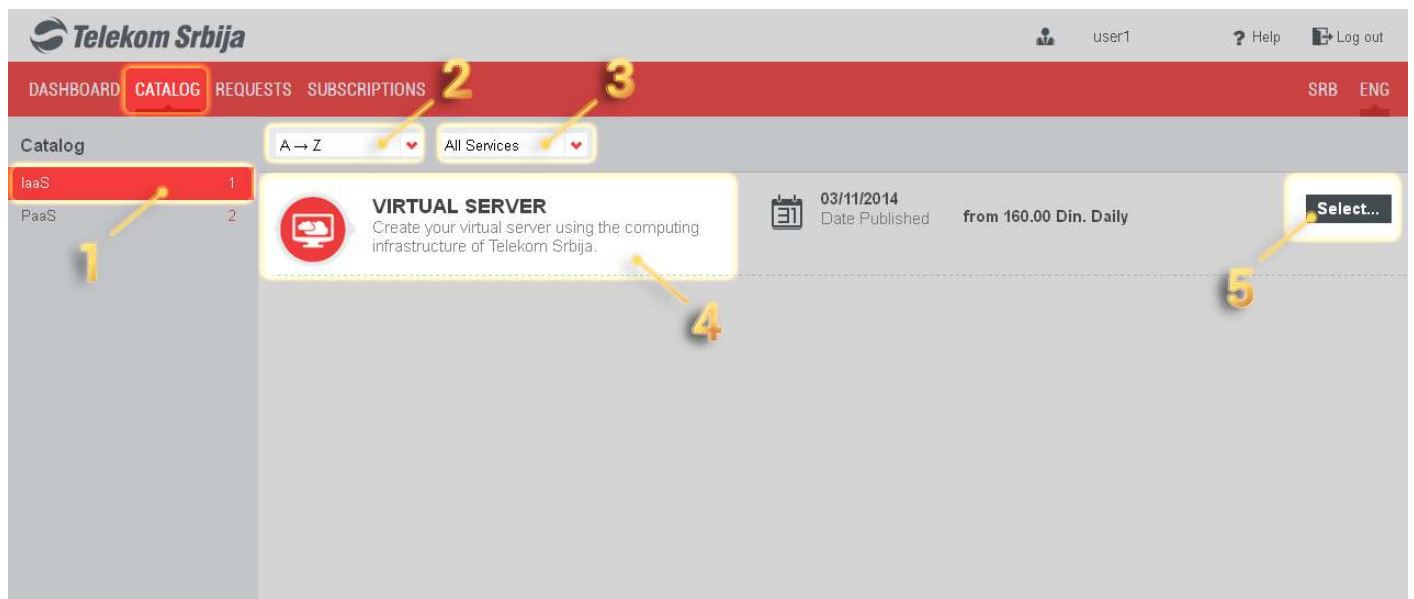


Figure 3. Catalog of IaaS services

1. IaaS menu;
2. Drop-down list for sorting by first letter;
3. Drop-down list for sorting by approval;
4. Preview of all subtypes of IaaS;
5. Button for selecting the service.

Also, **PaaS** services can be accessed through the website catalog, as shown in the next Figure:



Figure 4. Catalog of PaaS services

1. PaaS menu;
2. Drop-down list for sorting by first letter and by approval;
3. Preview of all subtypes of PaaS;
4. Buttons for selecting the PaaS subtypes.

IaaS - details and service creation

By clicking **Select** button from the *Figure 3* new page opens with detailed configuration options of your new IaaS:

The screenshot shows the 'IaaS / Service Details' page on the Telekom Srbija portal. The page is divided into several sections with numbered callouts:

- 1**: Points to the 'VIRTUAL SERVER' section header.
- 2**: Points to the 'Subscription Name' and 'Description' input fields.
- 3**: Points to the 'User suffix' section, which includes a text input for 'The name of your server' (containing 'Primer-1a').
- 4**: Points to the 'Specifications' section on the right, which lists various configuration options like 'User suffix', 'Password', 'Basic package', 'Memory', 'Additional data disk', 'SLA - Support Level', 'OS and Software', 'Additional software', 'IP Address', and 'Firewall'.
- 5**: Points to the 'Associated Documents' section on the right, which shows 'No associated documents'.
- 6**: Points to the 'Summary' section on the right, which displays the 'Recurring Price' as '160.00 Din. Daily' and a 'Request Now' button.

The page also includes a top navigation bar with 'DASHBOARD', 'CATALOG', 'REQUESTS', and 'SUBSCRIPTIONS'. The 'CATALOG' tab is active. The user is logged in as 'user1'.

Figure 5. Configuring new IaaS

1. Catalog name of IaaS;
2. Textbox for entering the name of your new IaaS with additional description and options for the time limit for the service;
3. Textbox for entering the name of your new server;
4. Preview of your new server specifications;
5. Preview of associated documents;
6. Summary of recurring price with request submission button;

Within *Figures 6 and 7* continues with selection of the parameters:

The screenshot displays a configuration interface for IaaS with several sections and numbered callouts:

- Section 7: Password Choice** (indicated by callout 7). It includes a password requirement note: "The password must contain between 8 and 255 characters in at least 3 of the 4 groups of characters: uppercase letters, lowercase letters, numbers and special characters." Below this is a text input field labeled "Initial password*" containing the text "PrimerLozinke1!".
- Section 8: Virtual Server and Configuration Choice** (indicated by callout 8). It shows the "Basic package" selected, with specifications: "1 vCPU, 2GB memory, 50GB OS disk" and a price of "[160.00 Din. Daily]".
- Section 9: Memory** (indicated by callout 9). It shows the "Memory" submenu with "RAM" selected. The "2GB" option is selected, with other options being "4GB" ([40.00 Din. Daily]) and "8GB" ([120.00 Din. Daily]).
- Section 10: Additional data disk** (indicated by callout 10). It shows the "0GB" option selected, with a note: "No additional data disk." Other options include "50GB" ([50.00 Din. Daily]), "100GB" ([100.00 Din. Daily]), "200GB" ([200.00 Din. Daily]), and "300GB" ([300.00 Din. Daily]).
- Section 11: SLA - Support Level Choice** (indicated by callout 11). It shows the "Silver" SLA selected. Other options are "Gold" ([28.00 Din. Daily]) and "Platinum" ([55.00 Din. Daily]).
- Section 8: Advanced and Premium packages** (indicated by callout 8). It shows the "Advanced package" (2 vCPU, 4GB memory, 100GB OS disk, [250.00 Din. Daily]) and the "Premium package" (4 vCPU, 8GB memory, 200GB OS disk, [390.00 Din. Daily]) as unselected options.

Figure 6. Configuring new IaaS

7. Password choice textbox (the password must contain between 8 and 255 characters in at least 3 of the 4 groups of characters: uppercase letters, lowercase letters, numbers and special characters - !@#\$%^&*()_+=);
8. Selection of the virtual server configuration consisted of three basic packages: **Basic**, **Advanced** and **Premium**;
9. Preview of package Memory submenu;
10. Selecting the size of additional disk data;
11. Support level Choice - SLA.

Cloud SLA (Service Level Agreement)

Telekom Srbija provides 3 levels of service agreement for Cloud service:

Parameter	Silver	Gold	Platinum
Realized availability [%]	99,9	99,95	99,99
Support [hours/days]	12/6/365	24/7/365	24/7/365

Tabela 1. Parameters of level agreement

Support 12/6/365 means that support service is available on weekdays and Saturdays between 8 AM (08:00) and 8 PM (20:00).

The User defines the service level (SLA package) when buying individual Cloud services by selecting one of the offered SLA options on the online buying portal. The fee for using the selected SLA package is shown on the portal (Silver SLA package is included in the price of the basic service package and it is offer to the User by default).

Realized availability (RA) is defined as follows:

$$RA = 100 \left(1 - \frac{\sum \text{unavailability interval in a time period}}{\text{a time period}} \right)$$

The calculation of service availability and the reports that are submitted to the User are made on the basis of interference recorded by Telekom Srbija, under conditions within timeframes defined herein.

Service interruptions resulting from the regular maintenance of the Telekom Srbija network, announced at least seven (7) calendar days in advance by the authorized persons of Telekom Srbija, or due to the emergency works in Telekom Srbija network, announced at least 24 (twenty-four) hours in advance by the authorized persons of Telekom Srbija, are not included in the time period when the service is considered unavailable.

The regular maintenance of the Telekom Srbija network includes also a time period starting at 00:00 (local time) in the first week of each calendar month, ending at 06:00 a.m. on the same day. Telekom Srbija is entitled to conduct daily minor maintenance works in the network between 03:00 - 05:00 a.m. local time.

Information about the announced works is e-mailed to the User at the address given when the account for access to the Telekom Srbija portal has been created.

The User is obliged to inform Telekom Srbija about the changed e-mail address or about any other change in contact data. The business users are obliged to send electronically the changed e-mail address and the contact data or send such information in writing (by fax or mail), whereas the private users supply such information via My Telekom Portal.

A time period for the calculation of service availability is a calendar month, provided that the user uses and duly pays all fees for the service in that time period to Telekom Srbija.

The service unavailability can be reported only by the persons authorized by the users.

At the user's request, Telekom Srbija submits the summarized report on all open and closed issues related to service availability (trouble-ticket) within the accounting period.

In the event that Telekom Srbija fails to meet its commitments regarding the realized availability and the time of providing support for appropriately selected service level, Telekom Srbija is obliged to reduce the bill for such accounting period (the month when was a failure in service availability) by a certain percentage depending on realized availability and the SLA package which the User is subscribed to according to the following table:

SLA package	Realized availability	Bill reducing %
Srebrni	$OR \geq 99.9$	0
	$OR < 99.9$ i $OR \geq 99$	5
	$OR < 99$	15
Zlatni	$OR \geq 99.95$	0
	$OR < 99.95$ i $OR \geq 99.9$	5
	$OR < 99.9$ i $OR \geq 99$	10
	$OR < 99$	20
Premijum	$OR \geq 99.99$	0
	$OR < 99.99$ i $OR \geq 99.95$	5
	$OR < 99.95$ i $OR \geq 99.9$	10
	$OR < 99.9$	30

Table 2. Service availability depending on selected SLA package

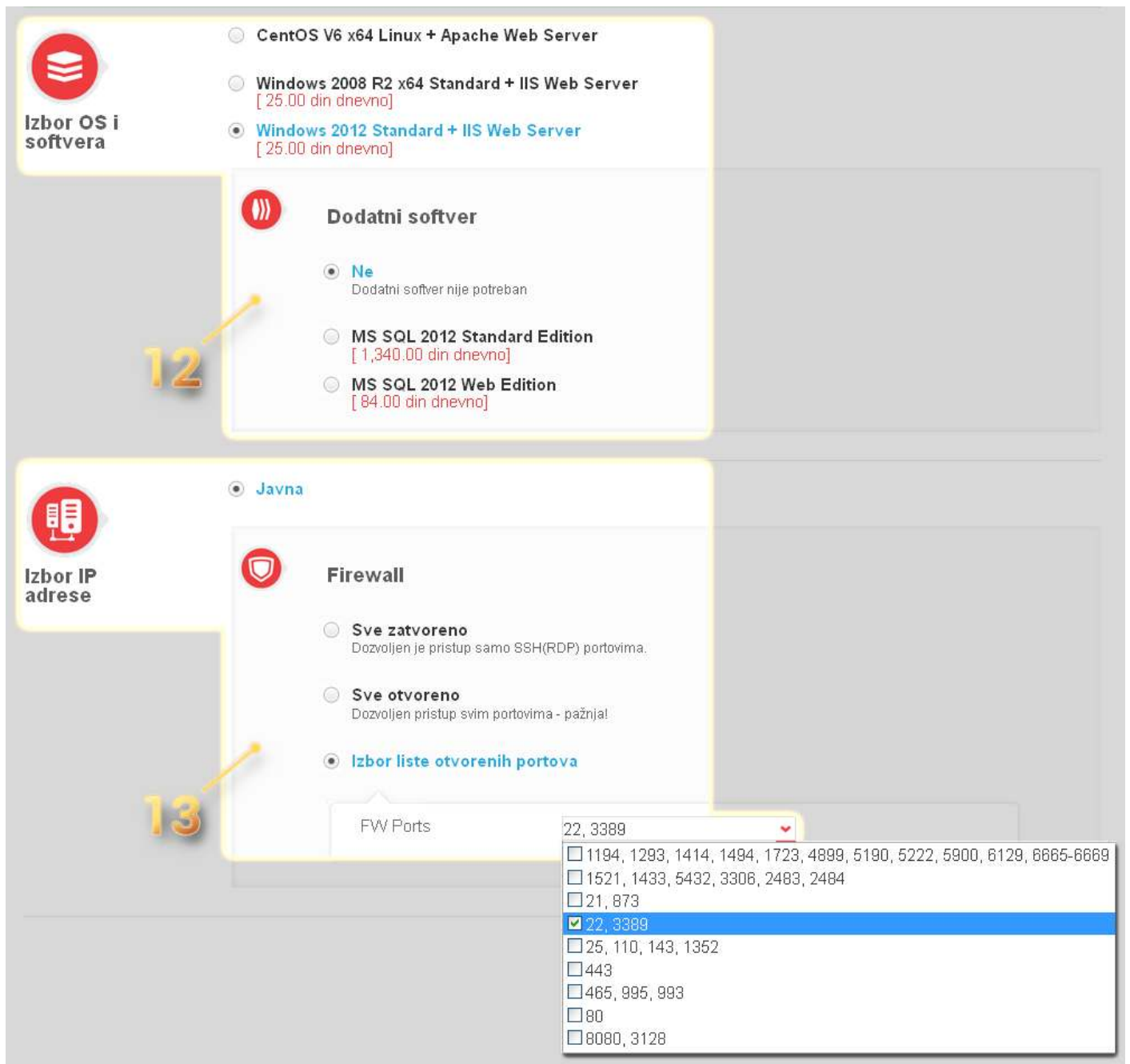


Figure 7. Configuring new IaaS

12. OS and Software Choice;
13. IP Address Choice with L3VPN request options for private addressing or/and firewall port settings for public addressing.

Open port	Position in menu and description
N/A	All closed
22, 25, 80, 110, 443, 1024-65535	All closed
22, 3389	Choice of open port list – Remote access
80	Choice of open port list –Web ports
443	Choice of open port list –Secure Web ports
8080, 3128	Choice of open port list –Proxy ports
25, 110, 143, 1352	Choice of open port list –Mail ports, Lotus
465, 995, 993	Choice of open port list –Secure mail ports
1521, 1433, 5432, 3306, 2483, 2484	Choice of open port list –Database ports MySQL, PostgreSQL)
21, 873	Choice of open port list –FTP Port, File
1194, 1293, 1414, 1494, 1723, 4899, 5190, 5222, 5900, 6129, 6665-6669	Choice of open port list – OpenVPN, IPSec, MQ, Citrix ICA, MS PPTP, radmin, icq, xmpp, remote control, IRC

Table 3 List of offered ports

After clicking **Submit Request**, a sub-window opens with General Terms of Purchase which the User has to accept if it agrees and wants to submit the request.

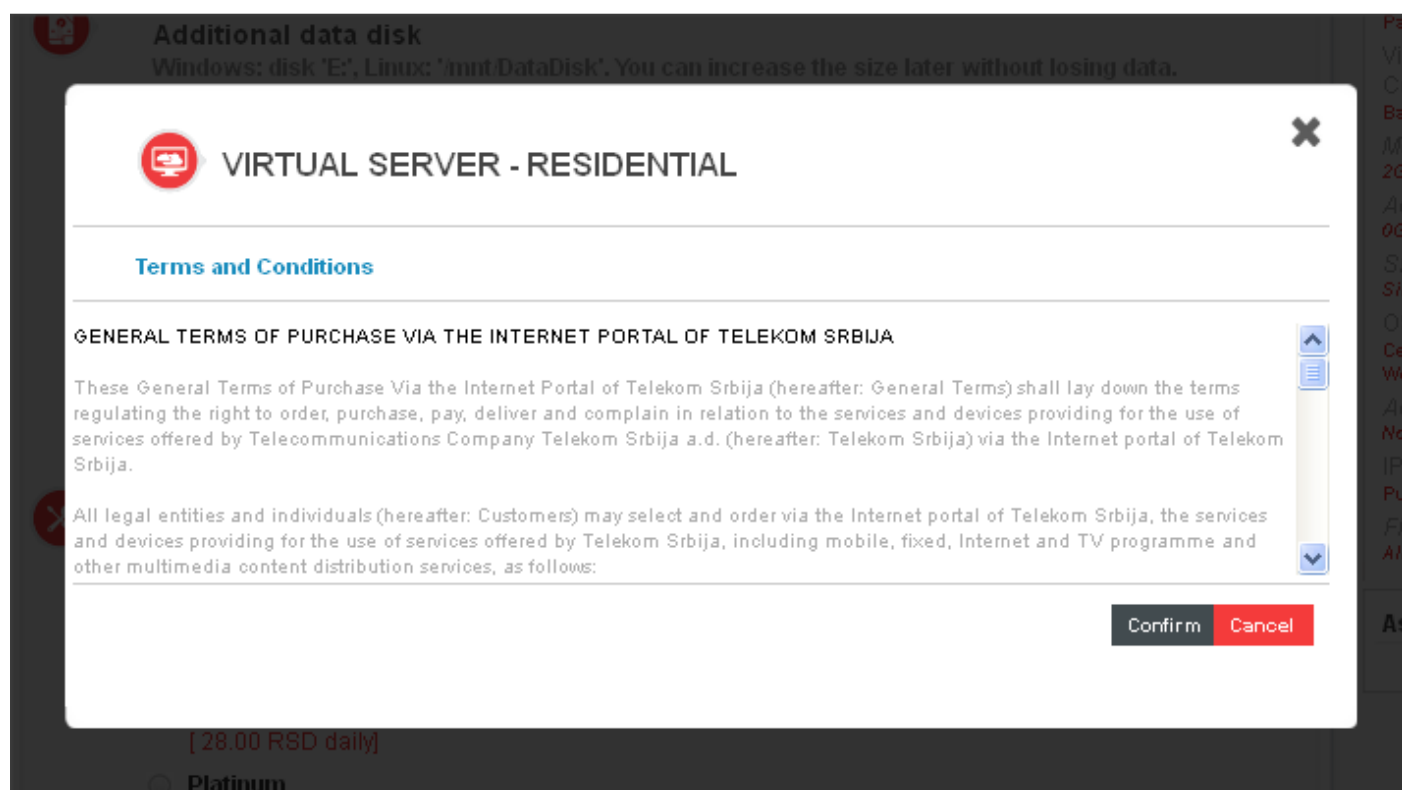


Figure 8. General Buying Conditions

After clicking **Confirm**, a sub-window with the submitted request confirmation opens.

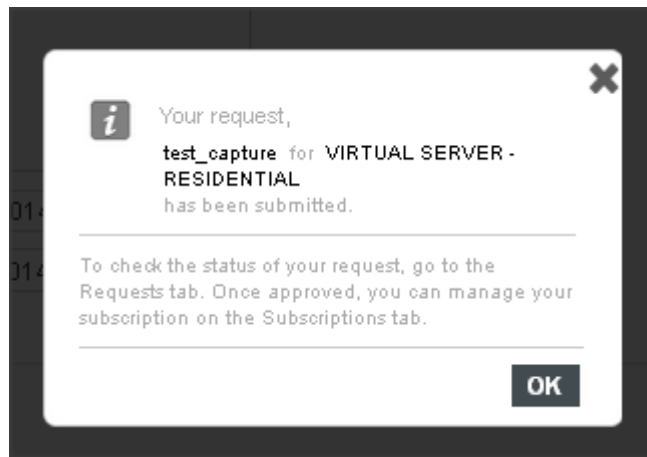


Figure 9. Submitted request confirmation

The **Requests** tab shows all your pervious requests:

Telekom Srbija

test-rezid Assistance Log out

DASHBOARD CATALOG **REQUESTS** SUBSCRIPTIONS

SRB ENG

Requests

Last 1 Month Newest First

Cancel Delete

Requests	
All	6
Pending	1
Canceled	0

test_capture
VIRTUAL SERVER - RESIDENTIAL

160.00 RSD daily

View Details

Requested Action
Order - Pending

Date Requested
04/24/2014 03:15 PM

Približno vreme kreiranja
oko 20 min bez aplikacija, oko 140 min sa aplikacijama

Figure 10. Requests preview

PaaS - details and service creation

After double-clicking **Select** button of desired service from the *Figure 4* new page opens with detailed configuration options of your new PaaS:

Telekom Srbija user1 ? Help Log out

DASHBOARD **CATALOG** REQUESTS SUBSCRIPTIONS

PaaS / Service Details

DEVELOPMENT SERVER

Create a new application in the development environment by using various software tools.

Here you can choose the development environment and programming language for developing your own applications.

Delivery Information

Provide details about your subscription and contract

Subscription Name*

Description

Requested start date* 03/17/2014

Requested end date* ☐ 03/16/2015 ☐ no end date

Addition of the name of your server

Not required option

User suffix
Enter the word that contains letters, numbers and a minus sign ("-"), but the word can not start or end with a minus.

The name of your server

Summary

Recurring Price
255.00 Din. Daily

Request Now

Specifications

Addition of the name of your server
User suffix
Password Choice
Initial password
OS and Application Choice
CentOS V6 x64 Linux + Apache Web Server + Full Java Development
SLA - Support Level Choice
Silver
Additional data disk
0GB
Firewall
All closed

Associated Documents

No associated documents

Figure 81. Configuring new PaaS

1. Catalog name of PaaS;
2. Textbox for entering the name of your new PaaS with additional description and options for the time limit for the service;
3. Textbox for entering the name of your new service;
4. Preview of your new service specifications;
5. Preview of associated documents;
6. Summary of recurring price with request submission button;

The selection of parameters continues in the following figure:

The screenshot displays a configuration interface for a PaaS service. It is divided into several sections:

- Password Choice:** Features a red padlock icon and a text box for the initial password. The text "Initial password*" is shown, and the value "PrimerLozinke1!" is entered. A yellow callout arrow labeled "7" points to the password input field.
- OS and Application Choice:** Features a red server icon and a list of options. The selected option is "CentOS V6 x64 Linux + Apache Web Server + Full Java Development" with a price of [255.00 Din. Daily]. A yellow callout arrow labeled "8" points to this section.
- SLA - Support Level Choice:** A sub-section within the OS and Application Choice area, featuring a red double-slash icon. It lists three support levels: "Silver" (availability of 99.9%, 12/6/365 support - working days and Saturday 08-20h), "Gold" (availability of 99.95%, support 24/7/365 [30.00 Din. Daily]), and "Platinum" (availability of 99.99%, support 24/7/365 [60.00 Din. Daily]).
- Summary:** A sidebar on the right showing the "Recurring Price" as "255.00 Din. Daily" and a "Request Now" button.
- Specifications:** A sidebar on the right listing various configuration details: "User suffix", "Password Choice", "Initial password", "OS and Application Choice: CentOS V6 x64 Linux + Apache Web Server + Full Java Development", "SLA - Support Level Choice: Silver", "Additional data disk: 0GB", "Firewall", and "Selection list of open ports".
- Associated Documents:** A sidebar on the right stating "No associated documents".

Figure 92. Configuring new PaaS

7. Password choice textbox (the password must contain between 8 and 255 characters in at least 3 of the 4 groups of characters: uppercase letters, lowercase letters, numbers and special characters);
8. OS and Software Choice;

PaaS configuration is completed by selecting the desired parameters given in the following figure:

The screenshot displays a PaaS configuration interface. On the left, there are two main configuration panels. The top panel, titled 'Additional data disk', shows four radio button options: '0GB' (selected), '100GB', '200GB', and '500GB'. Each option has a price in Egyptian Dinars (Din.) and a daily rate. A yellow callout '9' points to the '100GB' option. The bottom panel, titled 'Firewall', shows three radio button options: 'All closed', 'All open', and 'Selection list of open ports' (selected). Below the 'Selection list of open ports' option, there is a text input field labeled 'FW Ports' with the value '22, 3389' and a dropdown arrow. A yellow callout '10' points to the 'Selection list of open ports' option. On the right side of the interface, there is a 'Summary' section. It shows the 'Recurring Price' as '255.00 Din. Daily' and a red 'Request Now' button. A yellow callout '11' points to the 'Request Now' button. Below the 'Summary' section is a 'Specifications' section listing various configuration details like 'User suffix', 'Initial password', 'OS and Application Choice', 'CentOS V6 x64 Linux + Apache Web Server + Full Java Development', 'SLA - Support Level Choice', 'Silver', 'Additional data disk', '0GB', 'Firewall', and 'Selection list of open ports'. At the bottom of the right sidebar is an 'Associated Documents' section showing 'No associated documents'.

Figure 103. Configuring new PaaS

9. Additional data disc size options;
10. Firewall port settings;
11. After setting all the parameters double-click the **Request Now** button to submit the request.

After clicking **Submit Request**, a sub-window opens with General Terms of Purchase which the User has to accept if it agrees and wants to submit the request (Figure 8).

After clicking **Confirm**, a sub-window with the submitted request confirmation opens (Figure 9).

The **Requests** tab shows all your pervious requests:

Telekom Srbija

test-rezid Assistance Log out

DASHBOARD CATALOG REQUESTS SUBSCRIPTIONS

SRB ENG

Requests

Last 1 Month

Newest First

Cancel Delete

All 5

Pending 0

Canceled 0

screen

VIRTUAL SERVER - RESIDENTIAL

160.00 RSD daily

Requested Action

Order - Approved

Date Requested

04/16/2014 03:22 PM

Približno vreme kreiranja oko 20 min bez aplikacija, oko 140 min sa aplikacijama

View Details Delete

samo_proba

VIRTUAL SERVER - RESIDENTIAL

160.00 RSD daily

Requested Action

Order - Approved

Date Requested

04/16/2014 03:20 PM

Približno vreme kreiranja oko 20 min bez aplikacija, oko 140 min sa aplikacijama

View Details Delete

Figure 114. Overview of requests

Requests - overview

Requirements tab contains all the requirements of all kinds of services that you have requested. The next figure shows the basic elements:

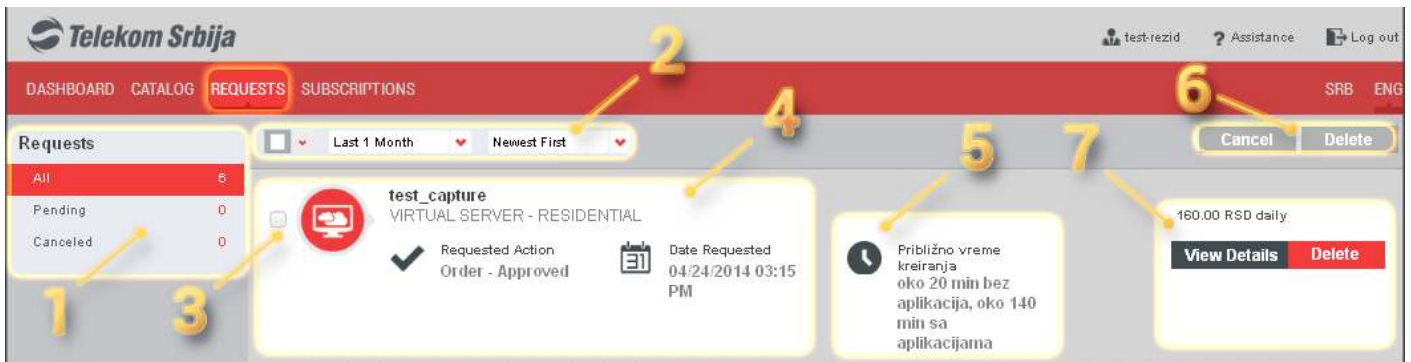


Figure 125. Requests overview

1. Requests inventory;
2. Drop down menus for request preview sorting;
3. Types of services column with current request status;
4. Column with the date of application;
5. Approximate service deployment time column;
6. Buttons for cancellation and request deletion;
7. Column with options for detailed description of services, rates on a daily level, and the request deletion.

Multiple request deleting can be done by selecting the checkboxes in front of the services that are within the column labeled **3** and clicking the **Delete** button in position **6**. Single deleting can be done by clicking the **Delete** button in line of service, at position **7**.

There are requests that is possible and that it isn't possible to delete. Additional details about the possibilities of deleting certain requirements may be obtained by using the first item from left in the drop-down menus shown in position **2**.

Requirements that cannot be deleted are those that are currently processing.

Subscriptions – overview

Within the tab **Subscriptions** is an overview of all of your services within Telekom's Cloud offerings. In the Figure bellow are shown details of:

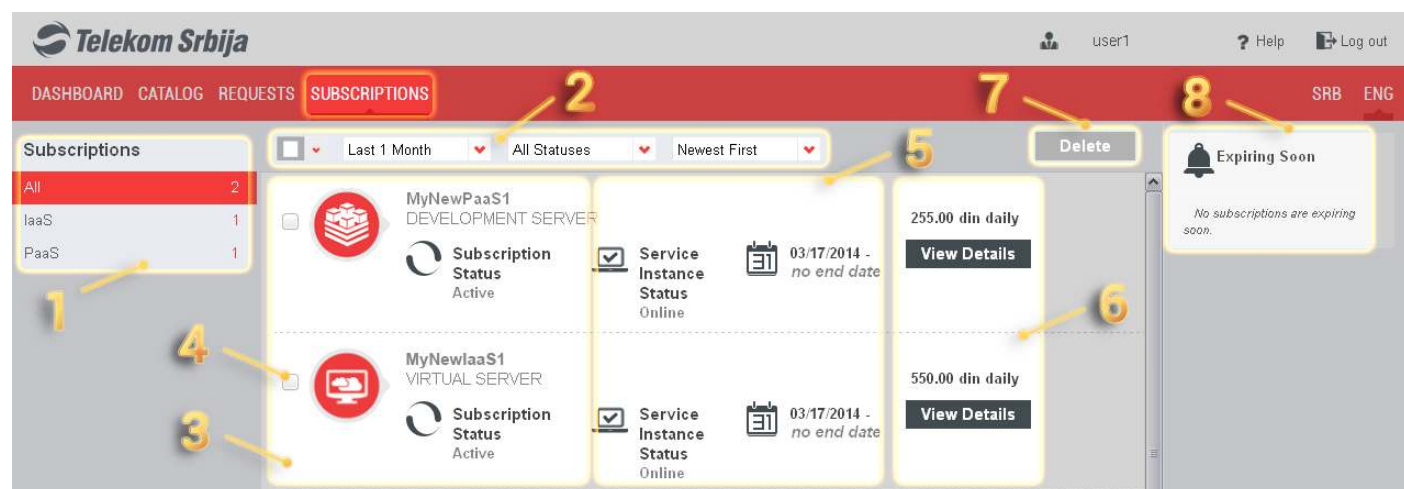


Figure 136. Subscriptions overview

1. Subscriptions inventory;
2. Drop down menus for subscriptions preview sorting;
3. Types of services column with current subscriptions status;
4. Checkbox for single subscription selecting;
5. Service instance status and duration column;
6. The column with *View Details* button for detailed review of services, prices on a daily basis, and the option to manage, modify, and delete services;
7. Button for service deletion (can be used only after deleting service as described in next chapter);
8. Informative panel of all your services that are about to expire.

Individual service deletion is made by selecting the box (under no. 4) in front of the service in column 3 and by clicking the button next to the desired service in column 6.

Multiple service deletion is made by selecting the box (first item on the left) within the drop-down menu (no. 2) to be followed by clicking the delete button under no. 7.

Service Managing and Modification

Clicking on the **View Details** button, located in *Figure 16* mark **6**, opens the new window within All Subscription Details. There are **Manage Service**, **Manage Subscription** and **Subscription History** Tabs.

Manage Service

Managing the existing services options are described in the following Figure:

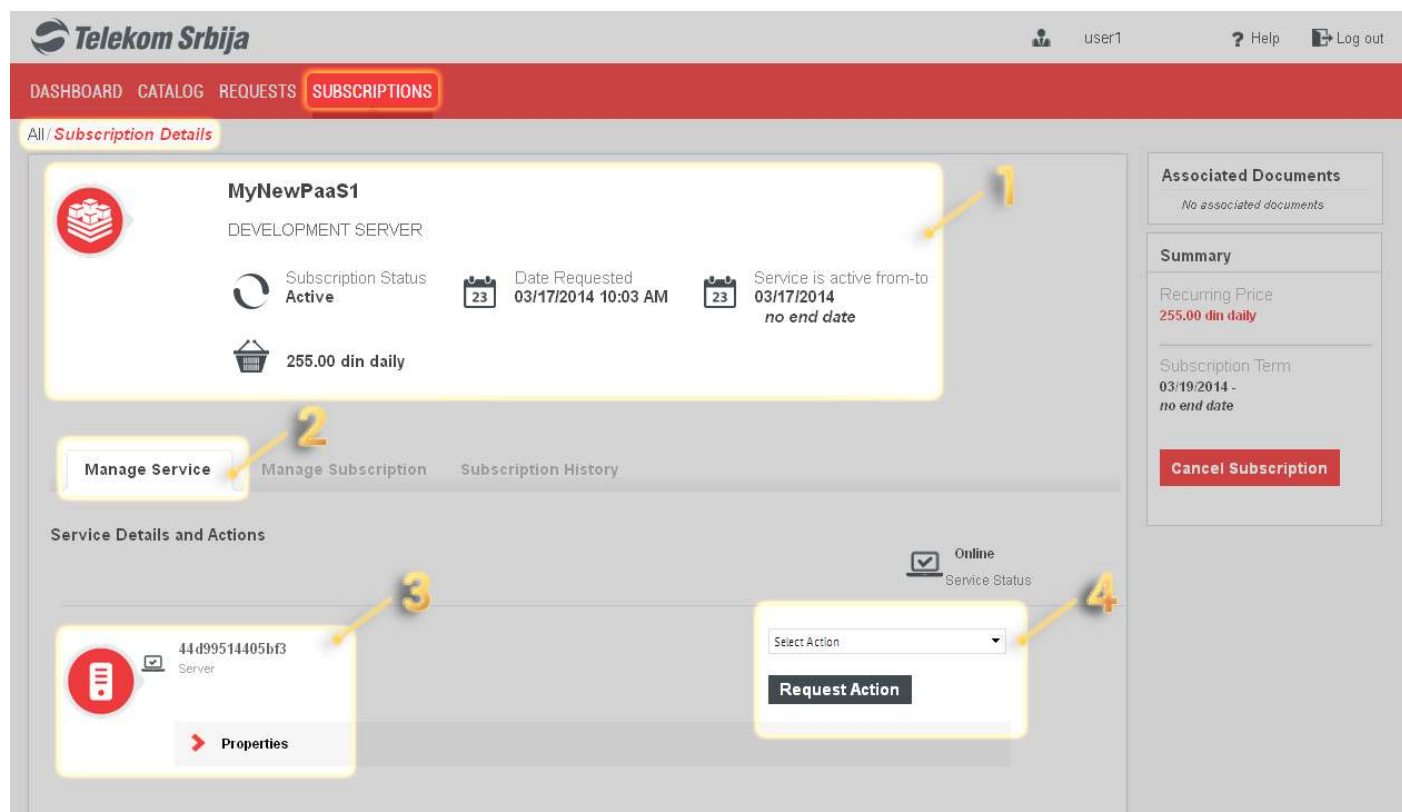


Figure 147. Manage Service

1. Selected Service to be managed;
2. Manage Service Tab with managing options;
3. Server name and Properties preview drop-down menu;
4. Drop-down menu with the offered service managing options.

Manage Subscription

Second tab contains various managing options:

The screenshot displays the 'Manage Subscription' interface for Telekom Srbija. The top navigation bar includes 'DASHBOARD', 'CATALOG', 'REQUESTS', and 'SUBSCRIPTIONS'. The 'SUBSCRIPTIONS' tab is selected, and the 'MyNewPaaS1' subscription is highlighted. The subscription details show it is 'Active', requested on '03/17/2014 10:03 AM', and costs '255.00 din daily'. The 'Manage Subscription' button is highlighted with a yellow box and a yellow arrow labeled '2'. The 'Modify Subscription' button is highlighted with a yellow box and a yellow arrow labeled '4'. The 'Cancel Subscription' button is highlighted with a yellow box and a yellow arrow labeled '5'. The main content area is divided into sections: 'Delivery' (Provide details about your subscription and contract), 'User suffix' (Enter the word that contains letters, numbers and a minus sign ('-'), but the word can not start or end with a minus. [0.00 din daily]), 'Initial password' (The password must contain between 8 and 255 characters in at least 3 of the 4 groups of characters: uppercase letters, lowercase letters, numbers and special characters. [0.00 din daily]), and 'OS and Application Choice' (Development server 2vCPU, 4GB memory, 100GB OS disk). The 'OS and Application Choice' section includes a 'CentOS V6 x64 Linux + Apache Web Server + Full Java Development' option [255.00 din daily] and an 'SLA - Support Level Choice' section with a 'Silver' option [0.00 din daily]. The interface is branded with the Telekom Srbija logo and navigation links like DASHBOARD, CATALOG, REQUESTS, and SUBSCRIPTIONS. The user is logged in as 'user1'.

Figure 158. Manage Subscription

1. Selected Service to be modified;
2. Tab with options for modifying;
3. List of the active service subcategories;
4. Button for the entering modification subwindow;
5. Cancel Subscription button.

Modify Subscription

To start modifying click the **Modify Subscription** button shown at the *Figure 18* at position **4** and enter desired changes to your service. Other options are shown in the next Figure:

Telekom Srbija user1 ? Help Log out

DASHBOARD CATALOG REQUESTS **SUBSCRIPTIONS**

All / **Subscription Details**

MyNewPaaS1
DEVELOPMENT SERVER

Subscription Status: **Active** | Date Requested: 03/17/2014 10:03 AM | Usluga je aktivna od-do: 03/17/2014 no end date
255.00 din daily

Manage Service | **Manage Subscription** | Subscription History

DEVELOPMENT SERVER
Subscription Details

Delivery Information
Provide details about your subscription and contract

Subscription Name*: MyNewPaaS1
Description:
Requested start date*: 03/17/2014
Requested end date*: ☐ ☐ no end date

Additional data disk
Windows: disk 'E:', Linux: '/mnt/DataDisk'. You can increase the size later without losing data.

- ☒ **0GB**
No additional data disk [0.00 din daily]
- ☐ **100GB**
[100.00 din daily]
- ☐ **200GB**
[200.00 din daily]
- ☐ **500GB**
[600.00 din daily]

Firewall

- ☒ **All closed**
Allowed access only to SSH (RDP) ports. [0.00 din daily]
- ☐ **All open**
Allowed access to all ports - attention! [0.00 din daily]
- ☐ **Selection list of open ports**
[0.00 din daily]

Specifications
OS and Application Choice
CentOS V6 x64 Linux + Apache Web Server + Full Java Development
Additional data disk
0GB
Firewall
All closed

Associated Documents
No associated documents

Summary
Recurring Price
255.00 din daily
Subscription Term
03/17/2014 - no end date

Reset Changes **Request Changes** **Cancel Subscription**

Figure 1. Modify Subscription

1. Service new values input fields
2. Reset Changes button for resetting all entered changes;
3. Request Changes button;
4. Cancel Subscription button for deleting the service.

After entering all the modification settings click the **Request Changes** button shown at the position **4** to confirm the changes, New window will appear:

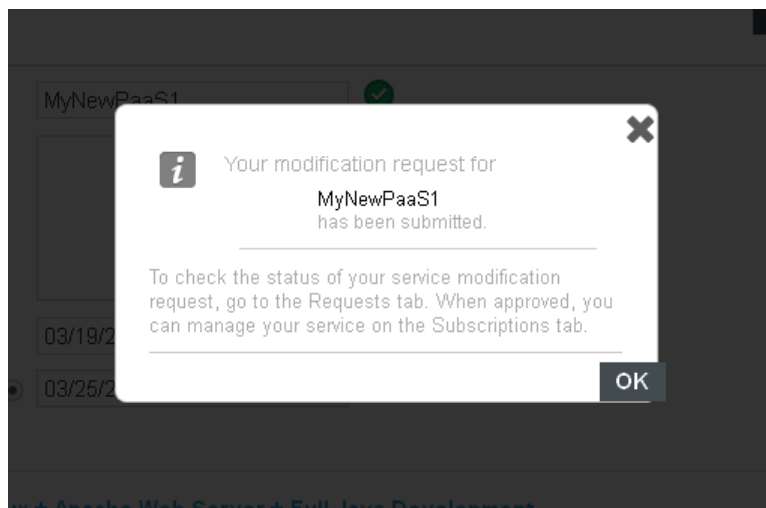


Figure 2. Submission confirmation

Finally, your new request will be displayed in the **Requests** section:

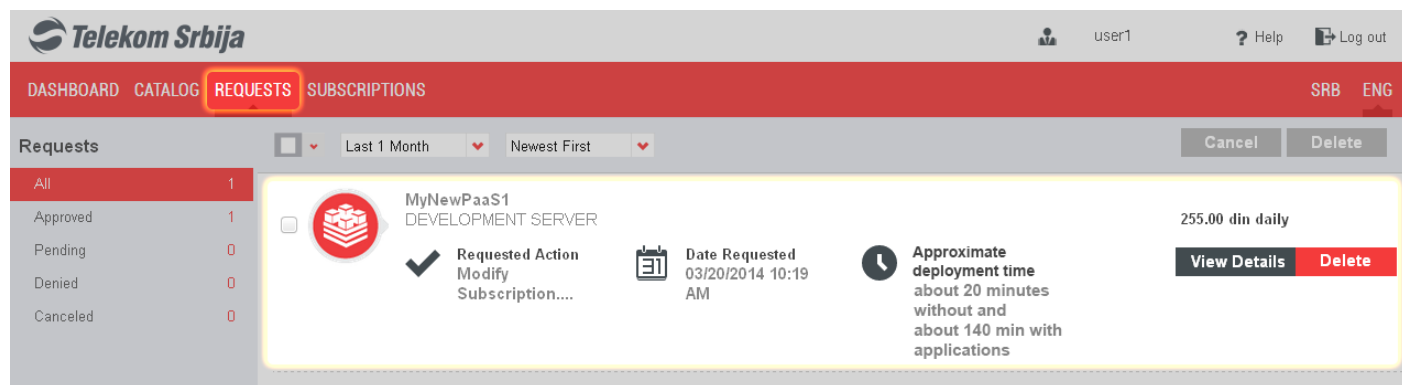
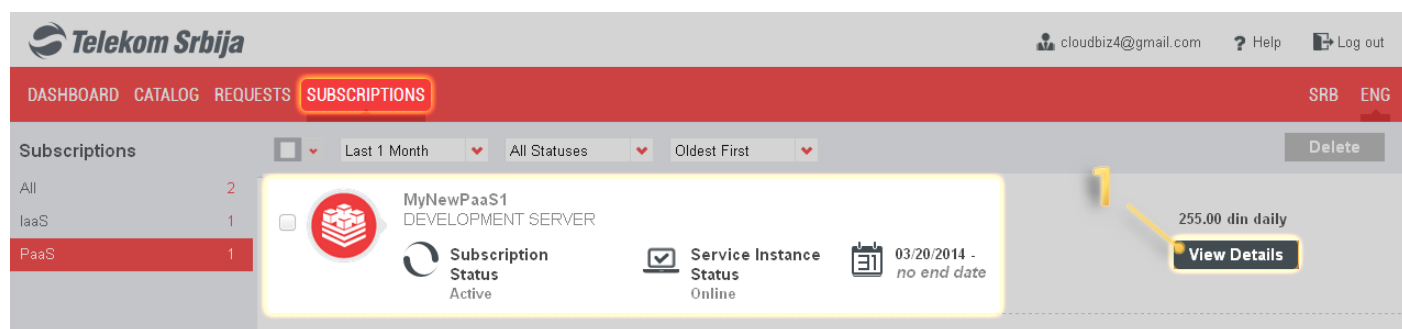


Figure 3. Request view

Deleting Service

If you want to delete service procedure is next:

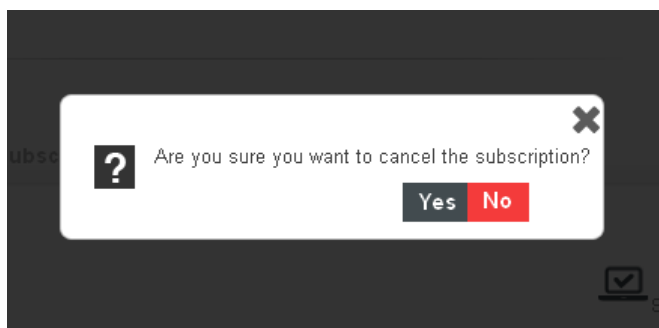
Select the Subscriptions page, select desired service for deleting, click View Details button marked as **1** on the Figure below.



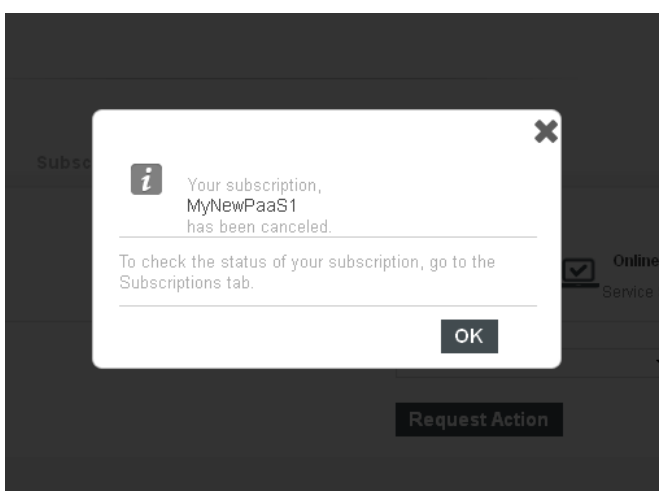
On the next page click the **Cancel Subscription** button, marked as **2**:

The screenshot shows the 'Telekom Srbija' user interface. At the top, there's a navigation bar with 'DASHBOARD', 'CATALOG', 'REQUESTS', and 'SUBSCRIPTIONS' (highlighted in red). Below this, the page title is 'All / Subscription Details'. The main content area displays details for a subscription named 'MyNewPaaS1', which is a 'DEVELOPMENT SERVER'. It shows the 'Subscription Status' as 'Active', the 'Date Requested' as '03/20/2014 10:03 AM', and the 'Service is active from-to' as '03/20/2014 no end date'. A price of '255.00 din daily' is also listed. On the right side, there's a sidebar with 'Associated Documents' (No associated documents), 'Summary' (Recurring Price: 255.00 din daily, Subscription Term: 03/20/2014 - no end date), and a red 'Cancel Subscription' button. A yellow arrow with the number '2' points to this button. Below the main details, there's a 'Service Details and Actions' section with a 'Request Action' button and a 'Properties' link.

In the new dialog click **Yes** to confirm service canceling.



After that the confirmation shows up:



In Subscriptions page now you can delete service by clicking Delete button at the right side in the service line.

Subscription History

On this page is a list of all changes committed to your services:

The screenshot displays the 'Telekom Srbija' web interface. At the top, there's a navigation bar with 'DASHBOARD', 'CATALOG', 'REQUESTS', and 'SUBSCRIPTIONS' (highlighted in red). Below this, the breadcrumb 'All / Subscription Details' is visible. The main content area features a card for 'MyNewPaaS1' (DEVELOPMENT SERVER) with a red icon. It shows 'Subscription Status: Active', 'Date Requested: 03/20/2014 11:27 AM', and 'Service is active from-to: 03/20/2014 no end date'. A shopping cart icon indicates a price of '255.00 din daily'. Below the card, there are three tabs: 'Manage Service', 'Manage Subscription', and 'Subscription History' (selected and highlighted with a yellow box and a yellow arrow labeled '2'). The 'Subscription History' tab shows a table with one entry: 'Order' (Action), '03/20/2014 11:29 AM' (Date), and 'Success' (Status). A yellow arrow labeled '3' points to this table. To the right of the main content, there are two side panels: 'Associated Documents' (showing 'No associated documents') and 'Summary' (showing 'Recurring Price: 255.00 din daily' and 'Subscription Term: 03/20/2014 - no end date'). A red 'Cancel Subscription' button is located at the bottom of the Summary panel. A yellow arrow labeled '1' points to the 'MyNewPaaS1' card.

Figure 160. Subscription history

1. The selected service for subscription history reviews;
2. Subscription History Tab;
3. List of all the changes performed to the selected service in chronological order.

Help

If you need assistance regarding the functioning of the portal, you need to click **Help** button located in the upper right corner on every page, as indicated in *Figure 1*.

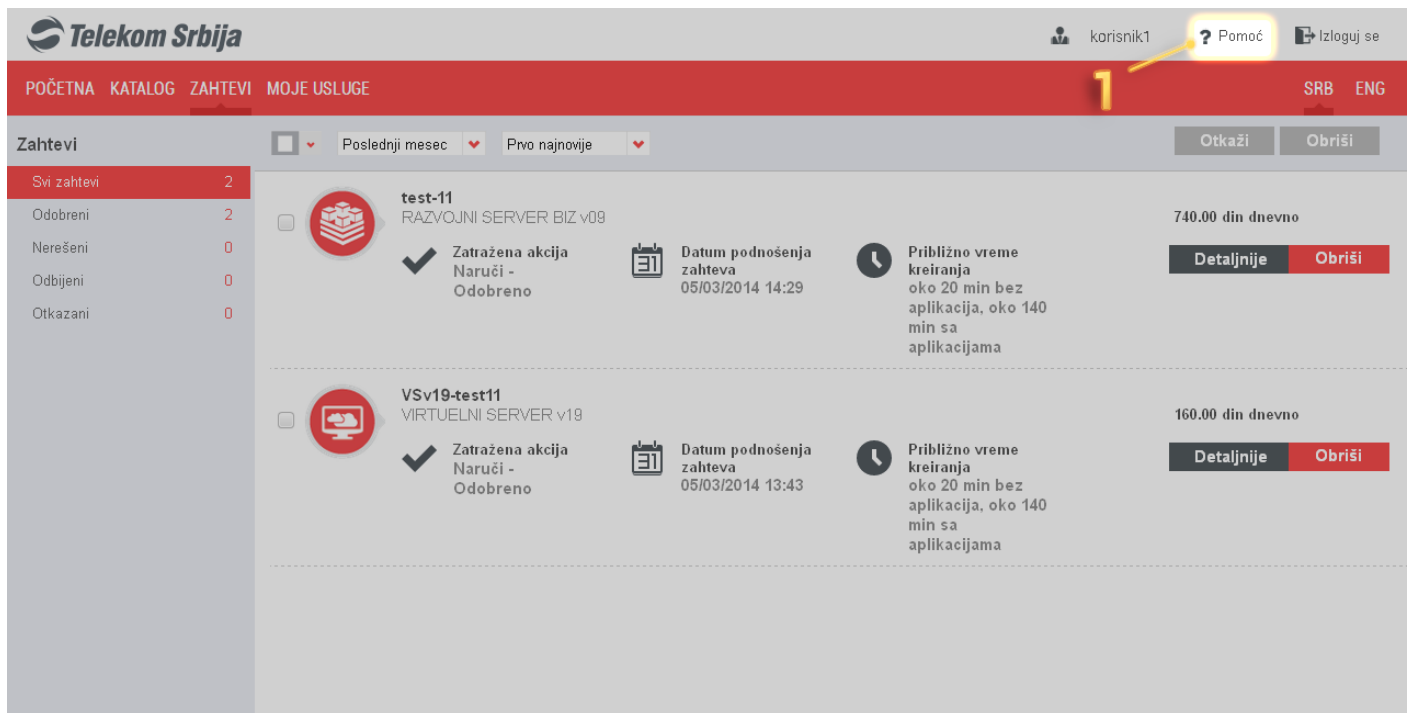


Figure 171. Dugme za Pomoć

After clicking **Help** button new window shows up with the detailed informations and instructions about the Cloud portal:

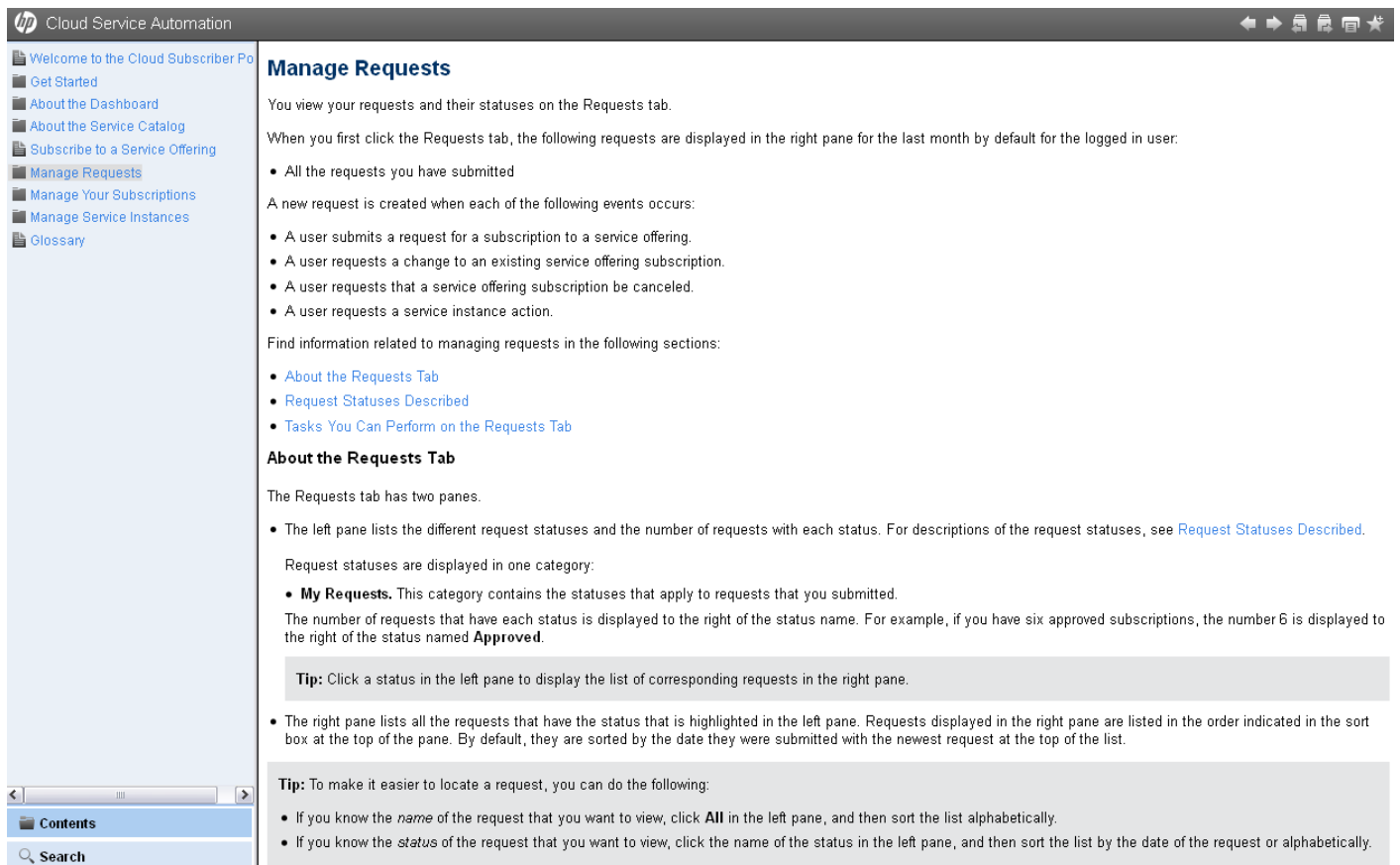


Figure 182. Help

User zone

User zone is located at <https://www.oblaci.rs/privatni/korisnicka-zona> for **Residential users** and <https://www.oblaci.rs/poslovni/korisnicka-zona> for **Business users**.

User zone for residential users

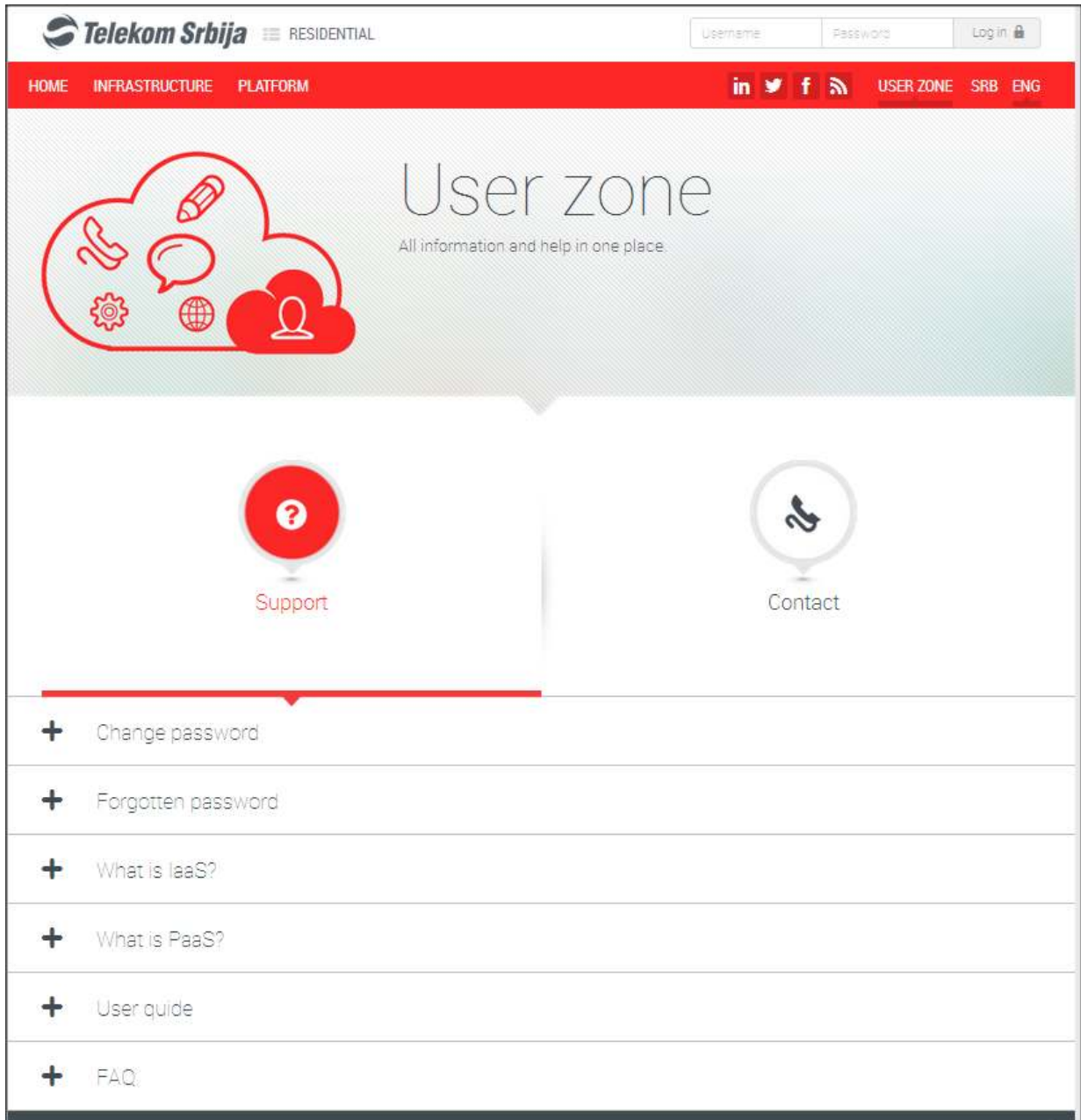


Figure 193. User zone for residential users - Support

Pictures 23 and 24 describes:

1. **User zone** button;
2. Drop-down menu for user group types (select **Residential** user group);
3. Support Tab with the following options:
 - a) Change of password
 - b) Forgotten password
 - c) What is IaaS?

- d) What is PaaS?
 - e) User guide
 - f) Frequently asked questions (FAQ)
4. Contact Tab.

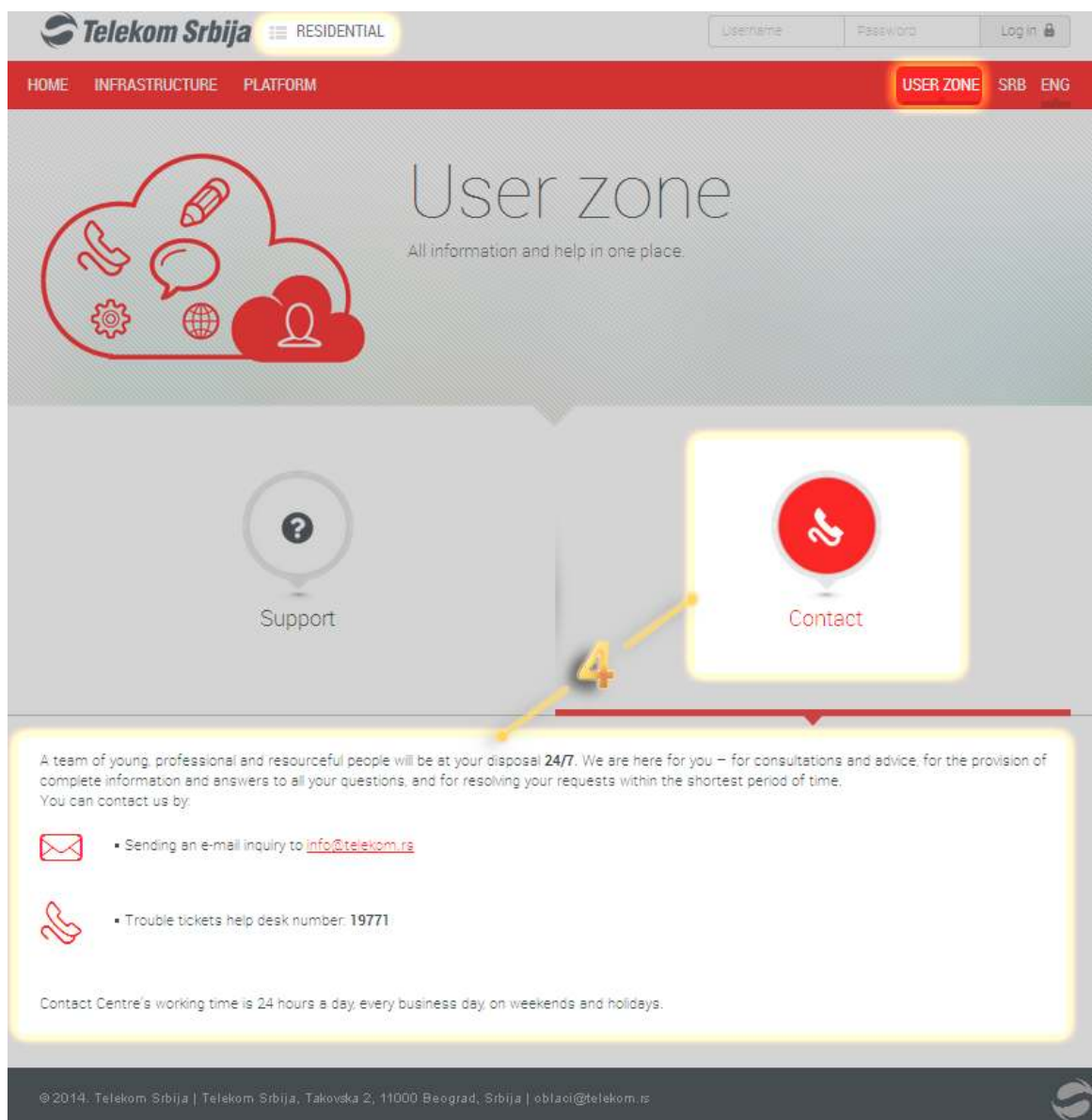


Figure 204. User zone for residential users - Kontakt

User zone: <https://www.oblaci.rs/privatni/korisnicka-zona>

Contact:

- Informations: info@telekom.rs
- Trouble tickets help desk number 0800-100-100.

User zone for business users

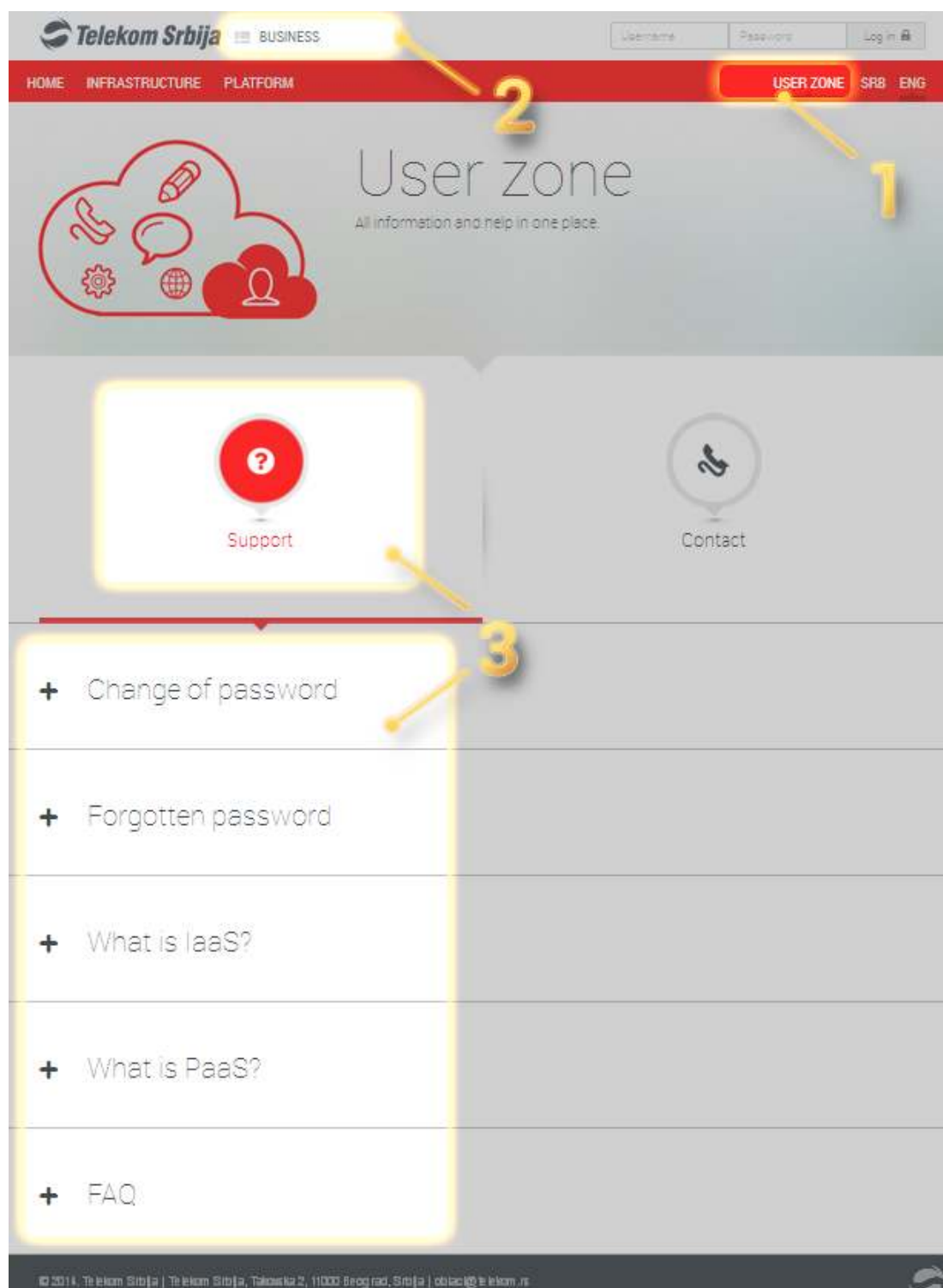


Figure 4. User zone for business users

Figures 26 i 27 describes:

1. Button for **User zone**;

2. Drop-down menu for user group types (select **Business** user group);
3. Support Tab with the following informations:
 - a) Change of password
 - b) Forgotten password
 - c) What is IaaS?
 - d) What is PaaS?
 - e) Frequently asked questions (FAQ)
4. Contact Tab.

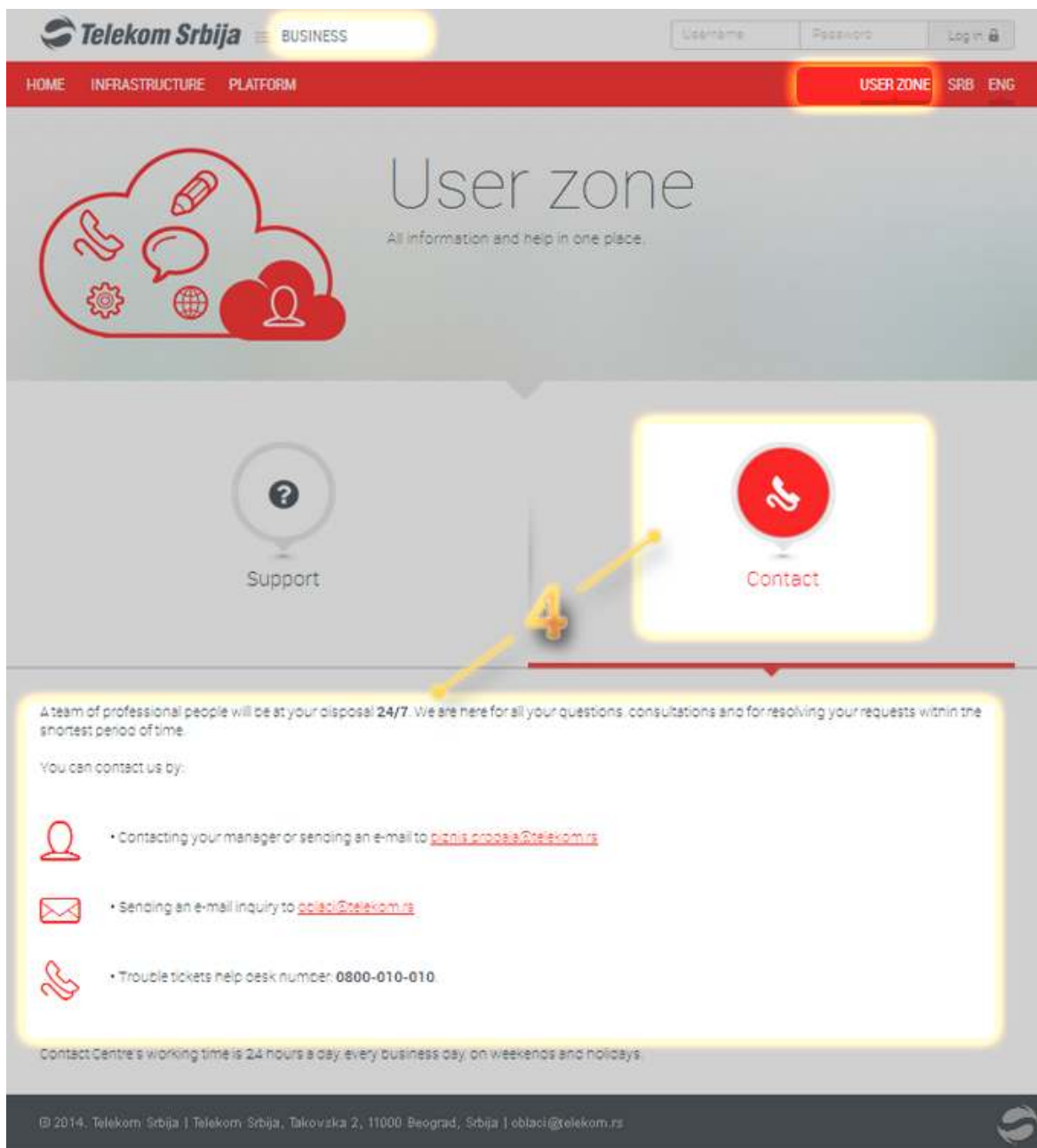


Figure 5. User zone for business users

User zone: <https://www.oblaci.rs/poslovni/korisnicka-zona>

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